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Resident Information for the Main Gate System

RESIDENT ACCESS

1. **RFID Transponder** attached to your vehicle. The RFID Reader, mounted at the inbound Residents' lane, will automatically read the Transponder and open the gate for authorized vehicles; no action is required by the driver.

TRANSPONDERS must be attached to the windshield to function reliably. Transponders laying on the dash, in the console, held in hand, stuck to rear view mirror, held on with scotch tape, etc..., will function erratically, if at all. Transponders cease functioning if removed. Transponders have no Battery and should last indefinitely unless removed.

TRANSPONDER INSTALLATION: Transponders are self-adhesive, peel off the backing and position the Transponder on the windshield, upper righthand corner (passenger side). Leave 2" between the Transponder and the metal windshield frame. Press firmly to adhere. The numbers on the Transponder are facing you, right side up.

Certain models of cars use a special glass that does not allow sensor to penetrate. We have found this to be the case on most Range Rovers and higher end BMWs. If your transponder does not work upon initial installation, you may need to purchase a "Bar" that is placed at the front of your car where a license plate would go.

2. **Residents not in their own vehicle** will be admitted by the guard, enter through the Visitor lane after presenting ID.

Gates close immediately behind authorized vehicle, do not have guests follow you through resident lane! The video system will record the event and the driver will be responsible for damage to their vehicle and the gate equipment.

To Pre-Clear guests call: 239-566-7237

To Speak to a guard on duty, call: 239-631-5654 (gate related issues only)

To make changes to your permanent visitor list, come into office located in clubhouse OR you can email: info@vomhoa.com.

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Resident Information for the Main Gate System (Continued)

VISITOR ACCESS

The Villages of Monterey uses the **CHECKPOINT Visitor Screening system**. You filled out the Gate data form at purchase of property. Any changes can be made by visiting the office in the clubhouse or emailing: info@vomhoa.com. The form is available under documents library on website. www.villagesofmontereynaples.com

When a visitor arrives at the gatehouse, the officer will bring up your "Resident page" on monitor. It will display all Pre-Cleared Visitors. Officers will admit **Pre-cleared Visitors** without calling the residents for authorization.

If the visitor has **not** been "Pre-Cleared", the guard will call the resident to get authorization to admit your guest. If no answer, guest will not be admitted.

The System offers residents two methods to "Pre-Clear" expected guest:

Pre-Clear Visitor List

This list of names your provided at closing, appears on your "Resident Page" at the gatehouse. A visitor whose name is on this list will be granted entry immediately and the resident will not be called for authorization. This should be used for all home maintenance, ie; pool service, lawn service etc.

1. Voice Messaging System

Automated Voice Messaging system to pre-clear visitors: 239-566-7237

The feature should be used to pre-clear a single visit for someone you are expecting. A resident can call the number and when prompted, simply say the name of your guest, and hang up.

-If calling from one of your two phone numbers on file, the resident does not need to identify themselves. The system will recognize the number and put the voice message on the correct "resident page".

-If calling from a number other than those on your account, the prompt will ask for your primary phone number and a PIN#. The PIN# is 1234 for all residents unless you change it.

The Voice Messaging system is very beneficial for residents. Once you have called and left a voice message pre-clearing an expected guest, you no longer need to stay near your phone or fear missing your visitor. It also reduces the time your guest has to wait to be allowed entry. Visitors not called beforehand, may delay entry up to 4 minutes.

The Voice Messaging system can send residents a Text alert each time a guest or visitor is admitted. Contact info@vomhoa.com to give the number you would like to receive these alerts along with your wireless provider. This is a great feature that has been well received.

